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Performance plan

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Can terminals learn how to raise their performance with key performance indicators asks Dave MacIntyre

Can terminals learn how to raise their performance with key performance indicators and if so, what kind of KPIs do they need to apply?

Some observers suggest that for terminals to truly know how well they are performing, the best method is to look to carefully-calculated KPIs. One firm believer is Claude D'Alessio, principle IT consultant at Portside Solutions in Sydney Australia, who says well-managed terminals need to have productivity and cost information at their fingertips in order to understand whether they are being profitable or not.

"Just because productivity is up or high alone, doesn't mean the terminal is making money," he says.

"Part of KPIs is dealing with and tackling delays. Delays can push your costs up, even if productivity is good. Generally it is a good idea to look at historical data and trends to identify where your delays come from and deal with them.

"So we need to quantify and categorise these delays then work out how they affect our profitability so that we can focus our resources and set up the appropriate KPIs to tackle and make changes in order to get back to an acceptable profit margin.

"One thing I think it's important to notice is that terminals that have adopted KPIs in a successful manner and are profitable have 'repetitive and consistent procedures'. It may be predictable and perhaps boring but if it is making money it's OK ... remaining profitable and competitive is the name of the game in our business."



Use of KPIs at Port Botany increased gross moves per hour to 30 per quay crane. Credit: Brent Pearson



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